How to deal with the Bluetooth shows “driver is unavailable”

Actually, JADENS products are 100% pass quality test before the sale, and generally, each product has the life and quality they ought to have. We provide a one-year warranty for our products, If you encounter any problems with the product, please feel free to contact us

Email : support@jadens.com
Phone: 1-800-752-7660 (The phone NO. can be reached from Tuesday to Saturday, PST Time From PM 5:00 to AM: 9:00).
Website: https://www.jadens.com/

We JADENS company will be 100% high-quality one-stop after-sales service -- U.S. after-sales, We guarantee your satisfaction!

Problem: Have installed and printed a label with USB. It says "driver is unavailable" in printers after setting up Bluetooth.

Solution: If you get the message “driver is unavailable “ for printer “BY-245-BT_OEEA”, Please be kindly informed that it is a normal tip, it is just a Bluetooth name of printer, it will not affect the usage for printing via Bluetooth. It is not the right printer to print, you just need to choose correct printer named **”Label printer** ” to print.